

Vermont Psychiatric Care Hospital Policy and Procedure		
Two-Way Radios and Cell Phones		
Effective: July 2018	Revised: December 2024	Due to Review: December 2026

POLICY

Two-way radios and cellphones are provided for staff communication at the Vermont Psychiatric Care Hospital (VPCH).

PROCEDURE

Two-Way Radios

1. Unit personnel are responsible for ensuring they obtain a radio from the staffing office at the start of shift. Generally, unit personnel shall have a radio on their person at all times while on-duty.
2. Unit personnel shall ensure the radio is functioning properly.
 - a. To send a transmission, press firmly on the Push-To-Talk (PTT) button and wait a moment before speaking.
 - a. Hold the radio 6-10 inches away from your mouth and speak clearly.
 - b. After you finish speaking, hold the PTT button for a few moments, then release.
3. Prior to responding to a transmission, give a brief pause, then repeat step 3 above.
4. Two-way radios shall be stored in a docking/charging station when not in use. It is preferable to have charging radios powered off.
5. At the end of each shift, unit personnel are responsible for returning their radio to the staffing office.

Medical and psychiatric emergency circumstances shall immediately be announced over the two-way radio. State the location and type of emergency using steps outlined above. State the location and type of emergency twice to ensure that your transmission is understood. It is preferable to utilize wayfinding titles when identifying a caller’s location versus a letter identifier:

- Snowflake (A Unit)
- Maple Leaf (B Unit)
- Monarch (C Unit)
- Red Clover (D Unit)
- Pine Cone (RS Hallway)

Announcements over the two-way radio should include only the information needed to garner the needed response. The Health Insurance Privacy and Portability Act (HIPPA) guidelines apply to information communicated via two-way radio communication.

Cellphones

State-issued cellphones shall be distributed to the following personnel when on duty:

- Covering Nurse Supervisors
- Charge Nurses
- Personnel escorting individuals to unsecure locations and/or off hospital campus (unless they have a state-issued phone already assigned).

Before providing a cellphone to escorting personnel, the nursing supervisor or a member of the Admissions staff shall test the cellphone for battery charge and functionality.

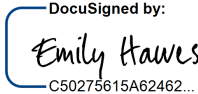
Each Nursing Supervisor and charge nurse shall ensure that their cellphone is charged and functioning while on duty.

Addressing Concerns or Problems

Problems or concerns regarding two-way radios and cellphone functionality shall be documented on a corresponding event reporting form and reported immediately to the on-duty Nurse Supervisor. If available, notify the Facility Operations Administrator as well.

Repair and Routine Maintenance

Two-way radios and cellphones shall be maintained consistent with the manufacturers recommendations and replaced as necessary. The Facility Manager is responsible for the overall management of VPCH-provided two-way radios and cellphones, reviewing related event reports, and routinely testing functioning.

Approved by	Signature	Date
Emily Hawes, Commissioner, Vermont Department of Mental Health	 C50275615A62462...	12/6/2024